Overview

Preface

The *Electronic Data Exchange (EDE) Technical Reference Guide* is designed to meet the reference needs of programmers and data processing staff.

The Department of Education (ED) provides two types of software to EDE participants:

- EDExpress for Windows software for processing student financial aid. Using EDExpress Financial Aid Administrators (FAAs) can enter and edit electronic initial FAFSAs, renewal FAFSAs, and electronic corrections. They can create duplicate requests, track documents, student aid packages, originate loans, and track disbursements for Pell and Direct Loans, and sending signature records for FAFSA on the Web, Renewal FAFSA on the Web, Corrections on the Web, and FAFSA EXPRESS applications.

- EDconn32 software for sending and receiving electronic files.

Many EDE participants need specifications for these functions to develop their own software or to develop software bridges between their own systems and EDExpress.

This guide provides sufficient information for you to build your own software to complement or take the place of the software provided by ED for sending and receiving Free Application for Federal Student Aid (FAFSA) data. It includes information about record layouts, required edits, print formats, specifications, and reject messages that are applicable for renewal FAFSAs, electronic FAFSAs, Institutional Student Information Records (ISIRs), electronic corrections, and signature records.

The EDE process is described in this section with additional information in the EDE Processing Section. There are numerous references to the use of EDExpress software, so this guide may be a useful reference tool because the processing steps remain essentially the same.

Header and Trailer Records

Each batch of electronic records for initial and renewal FAFSAs, corrections, duplicates, Institutional Student Information Records (ISIRs), signature records, and Federal Data Requests (FDR) travels over the Student Aid Internet Gateway (SAIG) with a header and trailer record for identification.

You should refer to the Record Layouts Section for instructions on individual header and trailer record layouts (refer to Header Record Sent To/Received From the CPS and Trailer Record Sent To/Received From the CPS).

Electronic FAFSA

An Electronic FAFSA begins with a signed Free Application for Federal Student Aid (FAFSA) or Renewal FAFSA, which is completed by the student. The data is entered by the school, exported to create a file, formatted, and transmitted via the SAIG to the Central Processing System (CPS). Processed FAFSA records are transmitted back to the school's destination point as ISIRs in separate message classes for initial and renewal FAFSAs.

The Record Layouts Section includes information on record layouts (Initial Application/Renewal Application Export Record Layout). Rejects are in the Processing Codes/System Requirements Section. How to handle rejected FAFSAs is located later in this section and the EDE Processing Section. The Printing Section includes details on printing ISIRs.

Electronic Renewal Application Requests

The Electronic Renewal Application process involves three steps:

1. Requesting a Renewal Application Data (RAD) file of 2000-2001 applicants eligible for Renewal FAFSAs in the 2001-2002 processing year.

2. Receiving the RAD file.

3. Printing the Renewal FAFSA for distribution to students.

The Record Layouts Section includes record layouts for the RAD request file (RADD02IN) and RAD records received (RADD02OP). Information on reject reasons can be found in the record layout. The Printing Section contains specifications for printing the Renewal FAFSA.

In addition, electronic renewal application destination file requests (Type 2) may need special address records if you want CPS to print your Renewal FAFSAs. CPS prints Renewal FAFSAs only for the one-time bulk printing. These record layouts are located in the Record Layouts Section (refer to RAD Request Address 1 Export Record Layout and RAD Request Address 2 Export Record Layout). Both records may be required for the RADD02IN file. Renewal FAFSA entry and transmittal are discussed in the EDE Processing Section.

Institutional Student Information Record (ISIR)

CPS generates an ISIR in response to:

- Electronic Free Application for Federal Student Aid (FAFSA), correction, or duplicate request from your school.

- Electronic FAFSAs and corrections done by another school. You will receive the resulting ISIR if your Federal School Code is listed on the transaction.

- Web applications or corrections using FAFSA on the Web, Renewal FAFSA on the Web, or Corrections on the Web.

- FAFSA Express applications

Automatic ISIRs are sent to destination points for every student indicating a school serviced by the destination point on the FAFSA, and to state agencies which elect to receive ISIRs for legal residents or students indicating a school in that state.

State agencies can request ISIRs for any student on the CPS database. This process is known as the Federal Data Request (FDR).

New for 2001-2002: The State Agency ISIR contains all data including the National Student Loan Data System (NSLDS) data.

The Record Layouts Section includes details on the ISIR record layouts. Comment codes and text, verifiable rejects, and how to respond to each are in the Processing Codes/System Requirements Section. The Printing Section contains specifications for printing the ISIR. The record layouts for FDR are in the Record Layouts Section (FDRS02IN), and the procedures for the FDR process are in the EDE Processing Section.

Electronic Corrections/Duplicate Requests

Schools can submit corrections to FAFSA data electronically. The Record Layouts Section includes the record layouts for submitting corrections (CORR02IN)*. ~~formerly SARR02IN).~~

Schools can make duplicate requests to receive a specific ISIR transaction for a student provided their federal school code is listed on that transaction. The Correction and Duplicate Request record layouts are found in the Record Layouts Section (section 3) and are submitted in the CORR02IN message class.

Information about adding your Federal School Code to receive electronic data, making signature corrections, requesting a duplicate ISIR, and using the correction record are found in the EDE Processing Section (section 2).

Handling Record Level Rejected Records

If the specifications in this guide are not followed on a particular record, an EDE Record Level Error Report file is transmitted to you and may be printed as an error report. (The layout is in the Record Layouts Section.)

The EDE Record Level Error Report contains the record's serial number, the student's ID, the transaction number, last name, first name, the SAR field number in error, an edit code, an error code and a text explanation for the reason the record was rejected. Each field in error is reported. If it was rejected due to invalid value, CPS sends the actual value of the data received from the school. A serial number and student ID is listed more

than once in the EDE Error Record Report when a record has more than one field in error. See the Processing Codes/System Requirements (section 4) for additional details about rejects. The following is a list of message classes for reporting errors:

CORE02OP   Electronic Correction or Duplicate Request Errors

FDRE02OP   Rejected FDR Requests

EAPR02OP   Electronic Application Rejects

RAPR02OP   Renewal Application Rejects

SIGA02OP   Signature Correction Acknowledgments & Errors

EREP02OP   Renewal Request (RAD) Errors

Handling Batch Level Rejected Records

A Batch Level Error Report is returned to you if an entire batch is rejected because of an incorrect batch number. The message classes are the same as used for rejected individual records. The layout for this report appears in the Record Layouts Section (section 3). The Processing Codes/System Requirements (section 4) has the specific error codes and messages.

What's New for 2001-2002

Listed below you will find some of the significant changes for 2001-2002. Please refer to Section 4, Processing Codes/System Requirements, 2000-2001/2001-2002 ISIR Cross Reference table for a cumulative list of changes to the ISIR.

- We added data elements on the 2001-2002 FAFSA and ISIR.

Do You Have Children (Question 55)

The 2000-2001 question "Legal Dependants Other Than a Spouse," (question 57 from the 2000-2001 FAFSA) was separated into two separate questions:

55. Do you have children who receive more than half of their support from you?

56. Do you have dependents (other than your children or spouse) who live with you and who receive more than half of their support from you, now and through June 30, 2002?

Student's Income from Worksheet C (Questions 46)
Parents' Income from Worksheet C (Questions 80)

The redesign efforts of previous years moved the welfare amounts to worksheets. Over the past year we received comments from the financial aid community requesting a way to determine values for the welfare amounts because some schools offer certain aid based on these figures. To accommodate this request the Worksheet A was split into two worksheets moving the previous Worksheet B to Worksheet C. Worksheet A includes untaxed "Need-based income" and Worksheet B includes untaxed "Non-need based income." Worksheet C includes income exclusions.

Student's Business/Farm Net Worth (Questions 48)
Parents' Business/Farm Net Worth (Questions 82)

The Business Net Worth and Farm Net Worth are combined into one FAFSA question for both the Student and Parent's.

- We deleted data elements on the 2001-2002 FAFSA and ISIR.

Have a Driver's License
Student's Earned Income Credit
Parent's Earned Income Credit

The individual questions were removed from the FAFSA and these figures are now collected on Worksheet A.

Student's Business Net Worth
Parent's Business Net Worth
Student's Farm Net Worth
Parent's Farm Net Worth

The Business Net Worth and Farm Net Worth are combined into one FAFSA question for both the Student and Parent's. The new question is Student's or Parent's Business/Farm Net Worth.

We added new fields on the ISIR.

Student's E-mail Address

In 2001-2002, students have the option to provide an e-mail address when completing one of our electronic FAFSAs, including Corrections on the Web and FAFSA Express. The e-mail address can also be sent on an electronic FAFSA. The student's e-mail address prints on the Application Information Report (Echo Document-summary of the data entered by the applicant), SAR, SAR Acknowledgement and ISIR. Applicants can correct or update their e-mail address using Corrections on the Web, by calling the Public Inquiry Contractor (PIC) at 800-433-3243, or through the school electronically. Students cannot use their paper SAR to correct or update their e-mail address.

We use the e-mail address to notify an applicant when their FAFSA is added to the hold file and again when the FAFSA is processed.

Duplicate SSN Flag

Is now on the ISIR to indicate whether a student is using an original SSN that is the same as another original SSN already on file at the CPS. This field was added as an indicator for Financial Aid Administrators (FAAs). A 'Y' in the field indicates that another filer is using this original SSN.

Source of Correction Flag

As requested by the financial aid community this field indicates who made corrections to a transaction.

> A = Applicant
> S = School
> D = CPS

EFC Change Flag

Indicates if the EFC has increased or decreased from the transaction that was corrected.

> 1 = EFC increased
> 2 = EFC decreased
> Blank = No change

DL Master Prom Note (MPN) Flag **and the** *FFEL MPN Flag*

These determine the status of the Direct Loan MPN and FFEL MPN respectively.

DL MPN Flag	*FFEL MPN Flag*
A = Active	*U = Unavailable*
I = Inactive	*Blank = No Data from NSLDS*
C = Closed	
N = No MPN on file	
U = Unavailable	
Blank = No Data from NSLDS	

NSLDS FFEL Lender Code

If there is a FFEL MPN Flag, this code indicates the lender by their Federal School Code, or whether there are multiple lenders.

Federal School Code X00000-X99999

Y = More than 1 lender and N/A

~~*Extra*~~ *Additional Unsubsidized Flag*

Added to the loan level it informs schools that the aggregate loan amount borrowed includes unsubsidized loan amounts in excess of the normal aggregate loan limits. This occurs when the dependent student's parent was denied a PLUS or the student is a Health Professions student.

Capitalized Interest Flag

Added to the loan level for informational purposes only. It does not tell you the amount of additional loan funds the student received.

- State Agency ISIRs and Federal Data Request (FDR) ISIRs now contain NSLDS data.
- New CPS edits

FAFSA Question 9 edits. Your date of birth – If the applicant provides 1900, 1901, or 1902 as their date of birth, the FAFSA is rejected with a verifiable reject A.

FAFSA Question 39 & 40 and 73 & 74 edits. Adjusted Gross Income (AGI) and Taxes Paid – If the applicant or the applicant's parent(s) provide a value for taxes paid that is equal to the AGI, the FAFSA is rejected with a verifiable reject C.

Paper FAFSA without a Signature. If the applicant submits a paper FAFSA without the student's signature, the FAFSA is processed and

the student receives a rejected SAR/ISIR. Last year the FAFSA was returned to the student unprocessed. A reject 14 is applied and comment 160 prints on the SAR/ISIR.

Duplicate SSN Flag. When the original SSN is the same as an original SSN on a transaction already on file, but the first two letters of the last name are different the Duplicate SSN flag is set. This change better enables our systems to prevent payment on duplicate SSNs.

FAFSA Question 60 & 62, Father's/Stepfather's and Mother's/Stepmother's SSN. A new edit verifies that parent SSNs are within valid range of all SSNs issued by the Social Security Administration (SSA). Comment 166 indicates that the Mother's/Stepmother's SSN is out of range and Comment 167 indicates that the Father's/Stepfather's SSN is out of range.

- The 2000-2001/2001-2002 ISIR Cross-Reference table contains a column to define all valid field content changes. This table is a cross-reference for the 2000-2001 ISIR field number, start position, and end position for the corresponding field for 2001-2002. The table is located in Section 4, Processing Codes and System Requirements.

- New message class: HOLD02OP contains information for students who listed a school on a web application and are pending a signature page. The new file format is found in Section 3- Record Layouts.

- Beginning in 2001-2002, FAFSAs and corrections without a student signature (reject 14 or 16) are not sent to any of the database matches, as appropriate.

- A new comment is added for graduate students with an eligible EFC in a teaching credential program because they may be eligible for the Federal Pell Grant Program.

What's Changed for 2001-2002

Listed below you will find some of the significant changes for 2001-2002. Please refer to Section 4, Processing Codes/System Requirements, 2000-2001/2001-2002 ISIR Cross Reference table for a cumulative list of changes to the ISIR.

- Start up for the CPS begins earlier this year on January 2, 2001.

- Modified fields on the ISIR

The ***Drug Offense Conviction*** question has been revised as a result of changes to the FAFSA. Students now fill in a "Yes" or a "No" oval, just as they do with other Yes/No questions on the FAFSA. The underlying valid values, however, are similar to 2000-2001's:
Drug Conviction Affecting Eligibility?

> 1 = No
> 2 = Yes (Part-Year)
> 3 = Yes / Don't Know

Students who enter "No" to question 35 on the FAFSA receive a "1" on their SARs. Student who enter "Yes", or leave the question blank, receive a "3" on their SARs, indicating that they "Don't Know" whether or not their conviction(s) affect their eligibility. These students receive a drug worksheet with their SAR displaying a special comment directing them to use the worksheet to determine whether their conviction affects their eligibility and to use the SAR to make a correction if necessary.

Correction Flags now distinguish between fields that were corrected on the current transaction or on a previous transaction. To help you determine if a change is associated with the current transaction or a previous transaction the following values are used for Correction Flags.

> 0 = No Correction made
>
> 1 = Field Corrected on this transaction
>
> 2 = Field Corrected on previous transaction

Overpayment values of D and W added:

D = Deferred means the student owes an overpayment but returned to school, so the overpayment repayment will likely be deferred until the student leaves school.

W = Waived means the student is a first time student who was awarded, but withdrew so the overpayment is automatically waived.

Field lengths have increased for Student's first name (from 9 to 12 bytes) and Street address(from 28 to 35 bytes). The field lengths for Pell EFC, Scheduled Amount, Award Amount, Amount Paid, and Remaining Amount Paid increased from 4 bytes to 6 bytes to agree with data sent from RFMS to NSLDS.

Outstanding Principle Balance title changed to Aggregate Balance

Post-Screening Reason Code. The values of 5 and 9 were added as a result of Master Promissory Note (MPN) changes.

> 5 = DL or FFEL MPN value has changed

> 9 = Other

- Changes to CPS edits:

Deleted reject reason 20 as a result of edit changes.

FAFSA Question 54 edit. "As of today, are you married?"

If an applicant corrects his/her marital status, comment 75 is generated and printed on the SAR/ISIR. This comment was added at the request of the financial aid community to alert them to review the change. This question can be corrected if it was answered incorrectly on the initial FAFSA, but can not be updated if their marital status has changed since they initially filed.

FAFSA Question 65 edit. "Parent's number in college"

This edit was added in mid-cycle 2000-2001 to better detect when parents have mistakenly been included in the number in college question for dependent students. This enhancement carries over into 2001-2002.

Parent's married: If the parents are married, the number in college cannot be greater than the number of people in the household minus 2.

Professional Judgement (PJ): If a Financial Aid Administrator exercises professional judgement to include parents in the number in college, these edits are not applied.

FAFSA Questions 36 and 70 edit. For 2000, have you completed an IRS Income Tax Return?

Currently*,* comment 157 is triggered on the initial transaction only for applicants who indicated that they have not yet filed their income tax forms and provided estimated information on their FAFSA.

New, in 2001-2002 comment 157 continues to print on subsequent transactions (SARs and ISIRs) until the response to the tax filing question is changed.

- Changes to Message Classes

This year we have added a new message class and renamed some existing message classes. The cycle indicator changes to "02" as part of our annual changes.

The correction import message class and errors from the CPS, SARR02OP and SARE02OP are changed to CORR02OP and CORE02OP to make them consistent with the import file name of CORR02IN.

The Resident and Non-resident ISIR message classes for state agencies have been renamed. Resident ISIRs changes from YTDN02OP to YTDR02OP. Non-resident ISIRs changes from YTDF02OP to YTDN02OP.

- Changes to Matches

Selective Service (SS) Match and Registration

If an applicant changes the response to "Are you Male" from 'Yes' or "Blank" to 'No,' the record is not sent to the SS for matching again.

If the applicant changes his or her SSN, First Name, Last Name or Date of Birth from a previous transaction that has already been confirmed or exempted by SS, the transaction is sent to the SS again with the corrected information.

If Date of Birth is blank, the transaction is not sent to the SS for matching.

Social Security Administration's (SSA) Prisoner's File

The match with SSA's Prisoner File is implemented as a postscreening match. CPS conducts the prisoner match with SSA approximately every two weeks after FAFSAs and corrections have been processed and SARs/ISIRs have been sent. If a record comes back from SSA with an unfavorable prisoner match result, CPS generates another SAR/ISIR to report the match findings. The CPS system generated indicator is 'P' to identify these records.

INS Secondary Confirmation Match

We are working with INS to set-up an automatic Secondary Confirmation Match. We will implement this new match as a pilot, but not until sometime after the 2001-2002 start-up.

The way we plan for this match to work is, when we receive records back from INS from Primary Verification, we will determine which records have a match flag of "N", not an eligible non-citizen. Then we will immediately send the INS another file of these records for their secondary confirmation process. As soon as INS processes the results, they will send the record back to CPS, and we will create a system-generated ISIR and SAR to report the result to schools and students.

As you know, all system-generated ISIRs are in a separate message class, SYSG02OP. The CPS system generated indicator is set to "I" to identify these records.

Sources of Assistance

If you have concerns or questions, listed below are sources of assistance.

> **Note**: Telephone numbers are subject to change.

CPS/WAN Technical Support   800/330-5947
~~CPS Customer Service~~
Telecommunications Device for the Deaf (TDD/TTY)   800/511-5806

E-mail: ***cpswan@ncs.com***   ~~cps@ncs.com~~

SFA Technical Support: ~~http://~~www.ed.gov/offices/OSFAP/sfatech/listserv.html

Fax: 319/358-4260

Working hours are 7 a.m. – 7 p.m. (CT), Monday through Friday

- CPS Batch Status
- Custom/Combo/Mainframe Support for Direct Loans
- Direct Loan Technical Reference
- EDE Technical Reference
- EDExpress Software - App Express, Packaging, Direct Loan, and Pell
- FISAP software
- FISAP Technical Reference
- Packaging Technical Reference
- QAP Software
- Rejected EDE Records and Batches
- Renewal Application Processing
- SSCR-32 Software
- SSCR Technical Reference
- Use of CPS On-line Query

- ***~~Billing and Invoices~~***
- ***Campus-Based Award Letter***
- ***EDconn32***
- ***EDE Enrollment and Participation***
- ***Network Password Changes and Resets***
- ***Software and User Manual Distribution***
- ***Transmission Errors***

Direct Loan Client Account Managers

- Program and Technical Assistance
- Reconciliation and Closeout
- Site Visits
- Training

Region I (CT, MA, ME, NH, RI, VT)	617/565-6911
Region II (NJ, NY, PR, VI)	212/264-8012
Region III (DC, DE, MD, PA, VA, WV)	215/656-5929
Region IV (AL, FL, GA, KY, MS, NC, SC, TN)	404/562-6259
Region V (IL, IN, MI, OH, WI)	312/886-8766
Region VI (AR, LA, NM, OK, TX)	214/880-2405
Region VII (IA, KS, MO, NE)	816/880-4090
Region VIII (CO, MN, MT, ND, SD, UT, WY)	303/844-3677, EXT 121
Region IX (AZ, CA, HI, NV)	415/556-4201
Region X (AK, ID, OR, WA)	206/287-9840

Direct Loan Consolidation   800/557-7392

E-mail: loan_consolidation@mail.eds.com

Web site address: http://www.ed.gov/DirectLoan/consolid.html

Working hours are 7 a.m. – 7 p.m. (CT), Monday through Friday

- Borrower Counseling
- Certifications
- Consolidation
- Fund Approved Loans
- Obtain Lender
- Process Applications
- Processing
- Promissory Note
- Repayment Information
- Supplemental

Direct Loan Operations Staff   202/708-9951

E-mail: direct_loans@ed.gov

Web site address: http://www.ed.gov/DirectLoan

Working hours are 7:30 a.m. – 4:30 p.m. (ET), Monday through Friday

Direct Loan Origination Center   800/848-0978

E-mail: loan_origination@mail.eds.com

Web site address: www.ed.gov/DirectLoan

Fax: 800/557-7396

Working hours are 8 a.m. – 8 p.m. (ET), Monday through Friday

- Acknowledgements
- Batch Integrity Errors
- Check Sum Errors
- Direct Loan Batch Status
- Implementation Guide Questions
- Interface Issues
- Promissory Notes
- Rejected Direct Loan Batches

Direct Loan Program Development Division   202/708-8242

Working hours are 7 a.m. – 4 p.m. (ET), Monday through Friday

- Policy
- Regulations

Direct Loan Servicing Center

Borrower Referral Only   ***800/848-0979***

Telecommunications Device for the Deaf (TDD/TTY)   ***800/848-0983***

Web site address: http://www.dlServicer.ed.gov

E-mail: Not available.

Fax: 800/848-0984

Working hours are 8 a.m. – 8:30 p.m. (ET), AVR Available 24 Hours a Day, Monday through Friday

- Borrower Account Inquiries

- Deferments/Forbearances

- Payment Inquiries

- Repayment Options

School Services   ***888/877-7658***

Working hours are 8 a.m. – 5:30 p.m. (ET), Monday through Friday

- Delinquency Issues

- Interface Issues

FAFSA on the Web and FAFSA Express   **800/801-0576**
Customer Service
Telecommunications Device for the Deaf   *800/511-5806*
(TDD/TTY)

E-mail: FAFSAWeb@ncs.com

FAFSA on the Web site address: ~~http://~~www.fafsa.ed.gov

FAFSA Express Web site address: ~~http://~~www.ed.gov/offices/OPE/express.html

PIN Web site address: ~~http://~~www.pin.ed.gov

Working hours are 7 a.m. – 10 p.m. (CT), Monday through Friday

- Application Status
- Correction on the Web Assistance
- FAFSA Express Software Assistance
- FAFSA on the Web Assistance
- General Questions on Electronic Filing
- Help Accessing the Web Page
- Process Corrections
- Renewal App on the Web Assistance
- ~~Renewal Application~~

Federal Pell Grant Program

800/4PGRANT or 800/474- 7268

E-mail: ~~pell_systems@ed.gov~~ *__PellSystems@ed.gov__*

Web site: ~~http://~~www.pellgrantsonline.ed.gov

Fax: 301/548-2396

Working hours are 8 a.m. – 8 p.m. (ET), Monday through Friday

Federal Pell Grant Program Customer Service

- Batch Processing Status and Rejected Batches
- Current Authorization Level
- General Inquiries concerning RFMS
- Information and Data Request Regarding Award Years Prior to 2000-2001
- Pell Grant Web Page Questions

Federal Pell Grant Program Web Page

- Authorization Level for 1999-2000, 2000-2001, 2001-2002
- Batch Status for 1999-2000, 2000-2001, 2001-2002
- Links to Pell Grant Resources

Federal Student Aid Information Center   **800/4FED AID** *or* **800/433-3243**

Telecommunications Device for the Deaf (TDD/TTY)   **800/730-8913**

Working hours are 8 a.m. – 8 p.m. (ET), Monday through Friday

- Application Status

- Distribution of Selected Publications

- Duplicate SARs or Address and School Changes (Student only): 319/337-5665

- NSLDS Borrower Tracking Questions

- Student Financial Aid Program Questions

Grant Administration and Payment System (GAPS)   **888/336-8930**

Web site address: http://gapsweb.ed.gov

Working hours are 8 a.m. – 8 p.m. (ET), Monday through Friday

National Student Loan Data System (NSLDS)   **800/999-8219**

Web site address for FAA Professionals (Restricted System–Authorized Personnel Only): https://www.nsldsfap.ed.gov

Working hours are 7 a.m. – 7 p.m. (CT), Monday through Friday

- NSLDS Batch Status

- Online NSLDS

- Perkins Data

- Rejected NSLDS Records

- SSCR Assistance

SFA Customer Service Call Center (CSCC)   **800/4ED-SFAP**
Formerly SFA Customer Support Inquiry Center   **or 800/433-7327**

E-mail: SFA_Customer_Support@ed.gov

Fax: 202/260-4199

Working hours are 9 a.m. - 5 p.m. (ET), Monday through Friday

- Application Processing Questions
- Help with Contacting Other Staff in the U.S. Department of Education
- Title IV Policy Questions

~~Title IV WAN Customer Service   800/615-1189~~

~~E-mail: t4wan@ncs.com~~

~~Fax: 319/339-6983~~

~~Working hours are 7 a.m. - 10 p.m. (CT), Monday through Friday~~

- ~~Billing and Invoices~~
- ~~Campus-Based Award Letter~~
- ~~EDconn32~~
- ~~EDE Enrollment and Participation~~
- ~~Network Password Changes and Resets~~
- ~~Software and User Manual Distribution~~
- ~~Transmission Errors~~

Universal Automation Labs (UAL)   **877/801-7168**

Fax: 301/565-0613

Working hours are 8 a.m. - 5:30 p.m. (ET), Monday through Friday

- FISAP Edit File
- FISAP Replacement Year-to-Date File